

# *Spring 2012 Graduate Exit Survey Results*

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***Students Matter Most***

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## ***Institutional Effectiveness***

### ***Mission Statement***

*The purpose of the Office of Institutional Effectiveness is to support the academic mission of the University by coordinating a campus-wide effort to improve learning and teaching effectiveness through assessment and research at classroom, departmental, and institutional levels.*

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## Table of Contents

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SECTION 1: DEMOGRAPHICS OF THE RESPONDENTS .....	1
SECTION 2: ACADEMIC DEPARTMENT AND PROGRAM EVALUATION .....	6
SECTION 3: EVALUATION OF SUPPORT SERVICES .....	14
SECTION 4: COLLEGE GOALS AND ACHIEVEMENTS .....	16
SECTION 5: LIFE GOALS AND FUTURE PLANS .....	18
SECTION 6: EMPLOYMENT AND WORKFORCE DEVELOPMENT .....	22

# *Section 1: Demographics of the Respondents*

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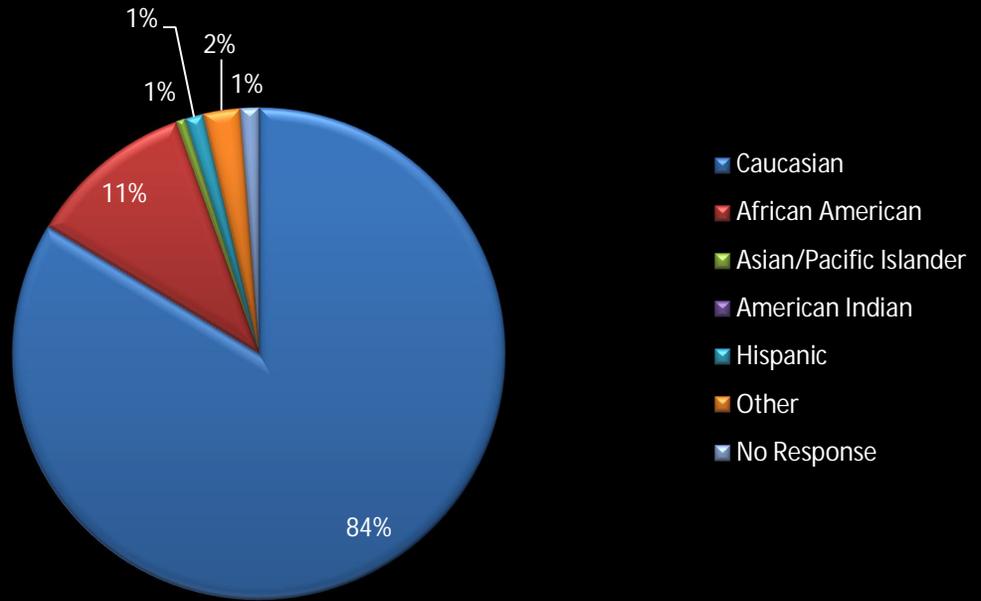
**Interesting facts:**

- 27.9% of respondents enrolled into WVSU five or more years after high school graduation or received GED.
- 47.3% of respondents were first-generation college graduates

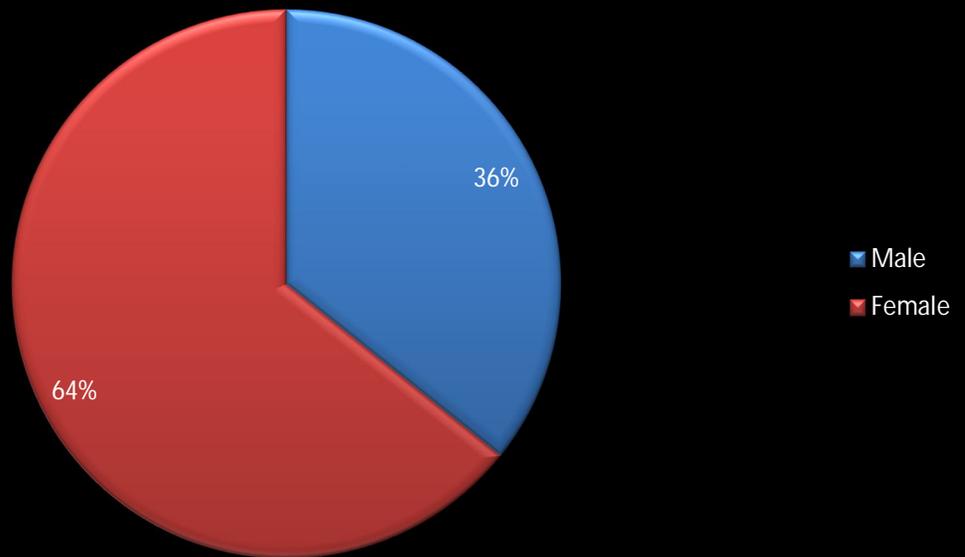
**Demographics of Respondents by Race and Gender**

Race	Caucasian		African American		Asian/Pacific Islander		Hispanic		Other		No Response	
Gender	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
<b># of Respondents</b>	52	86	5	13	1	0	0	2	0	4	1	1
<b>% of Total Respondents</b>	31.5%	52.1%	3.0%	7.9%	0.6%	0.0%	0.0%	1.2%	0.0%	2.4%	0.6%	0.6%

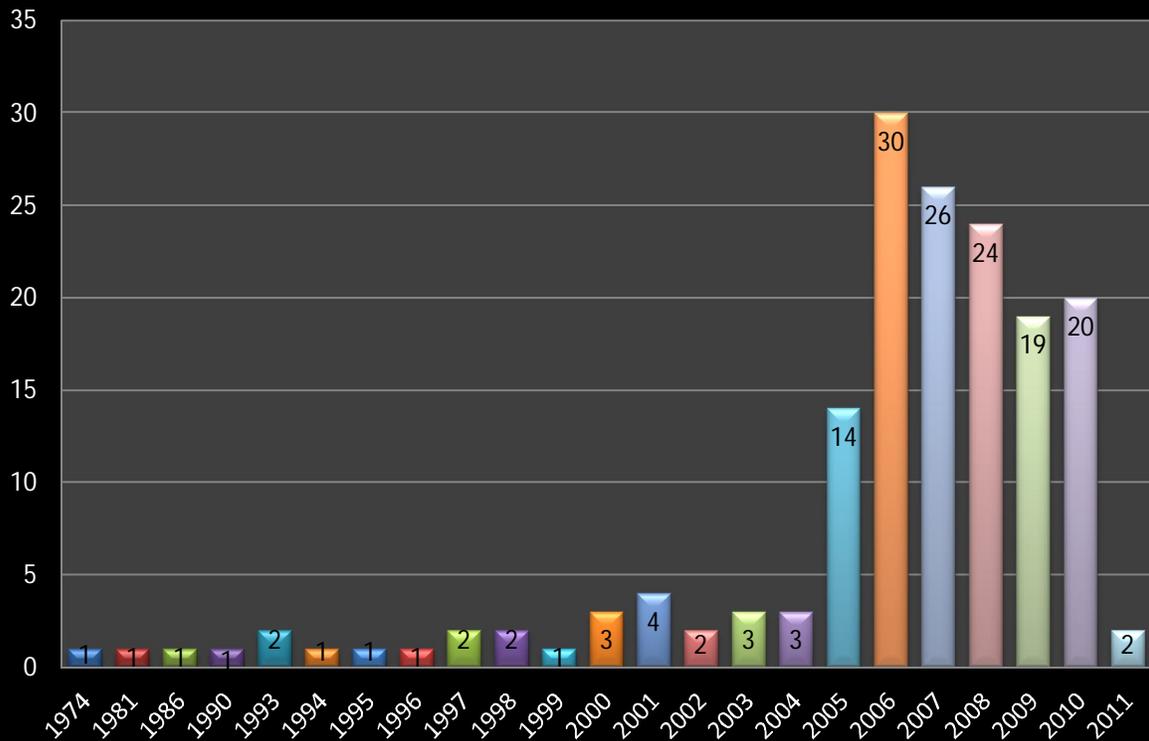
### Demographics of Respondents by Race



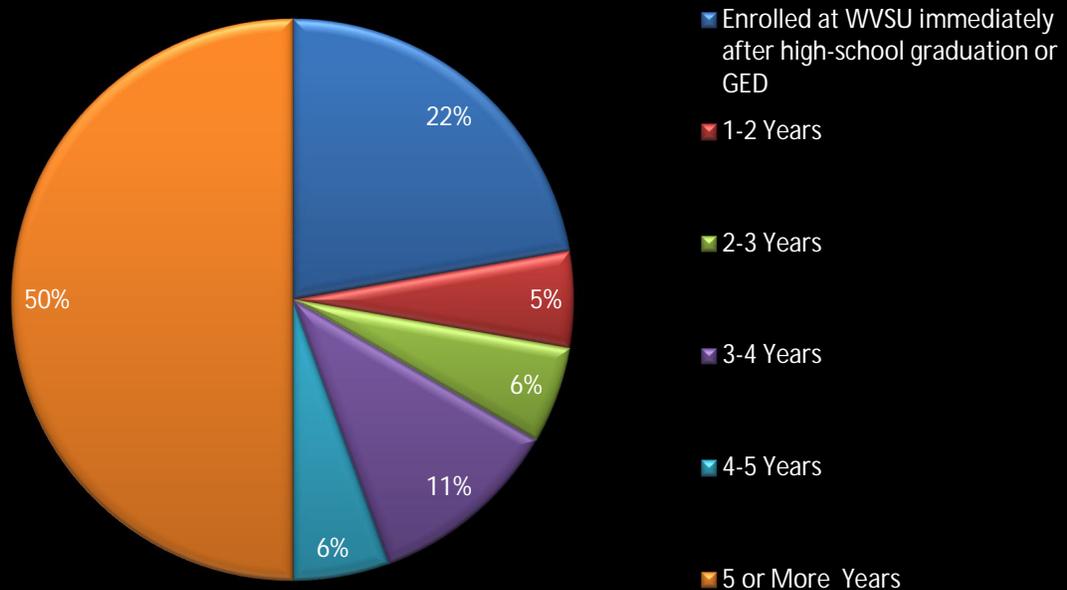
### Demographics of Respondents by Gender



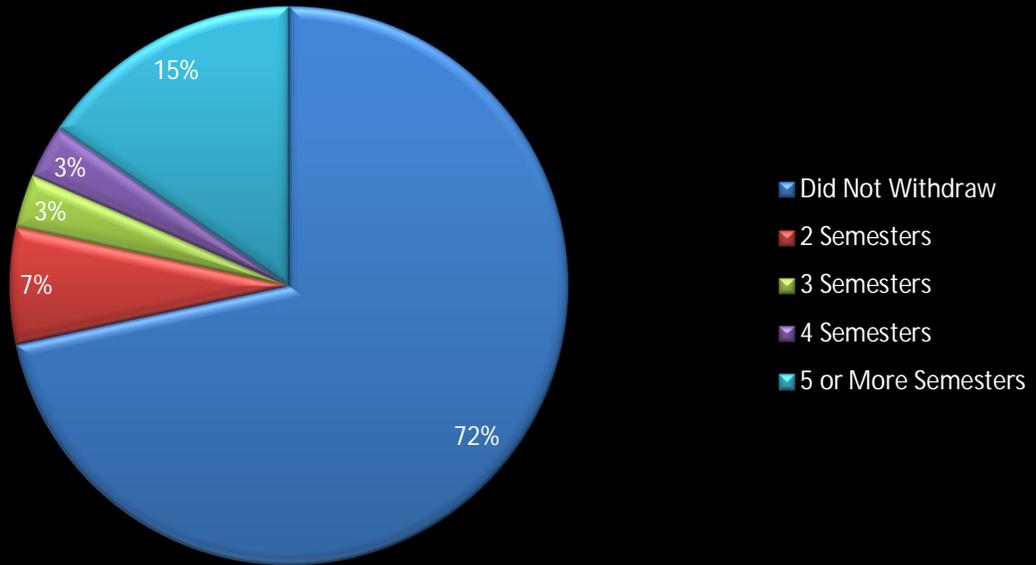
## First Year Enrolled at West Virginia State University



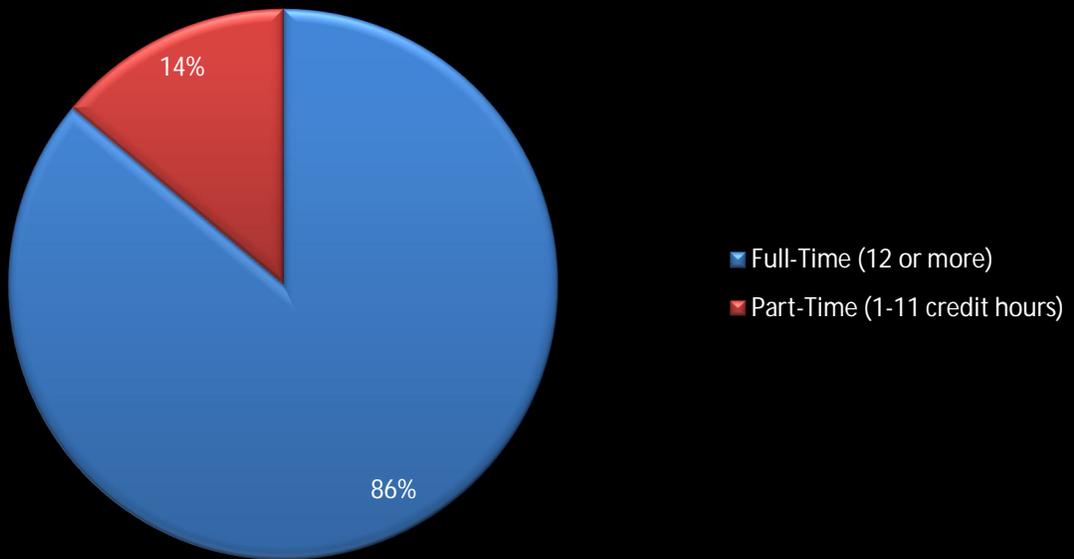
## Gap Between High School Graduation and College Enrollment



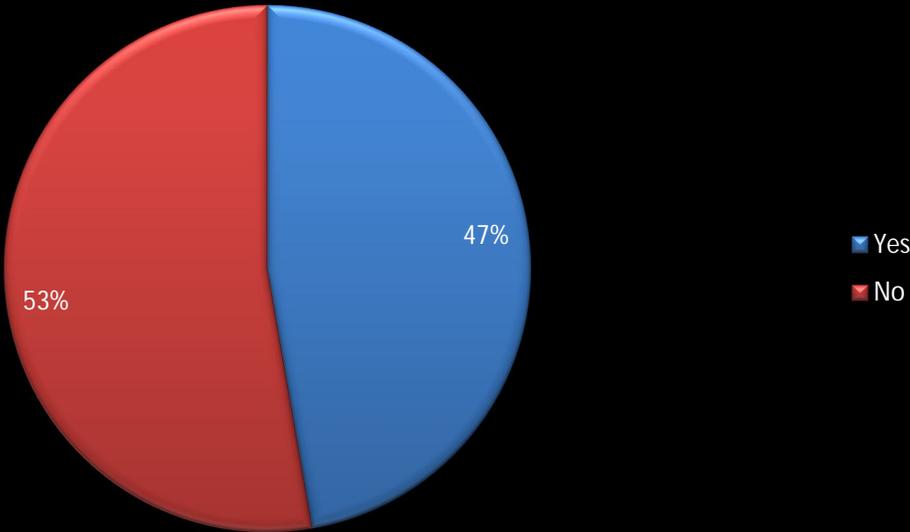
### Withdrew From College Prior to Degree Completion



### Enrollment Status of Respondents



### First Generation College Graduate



## *Section 2: Academic Department and Program Evaluation*

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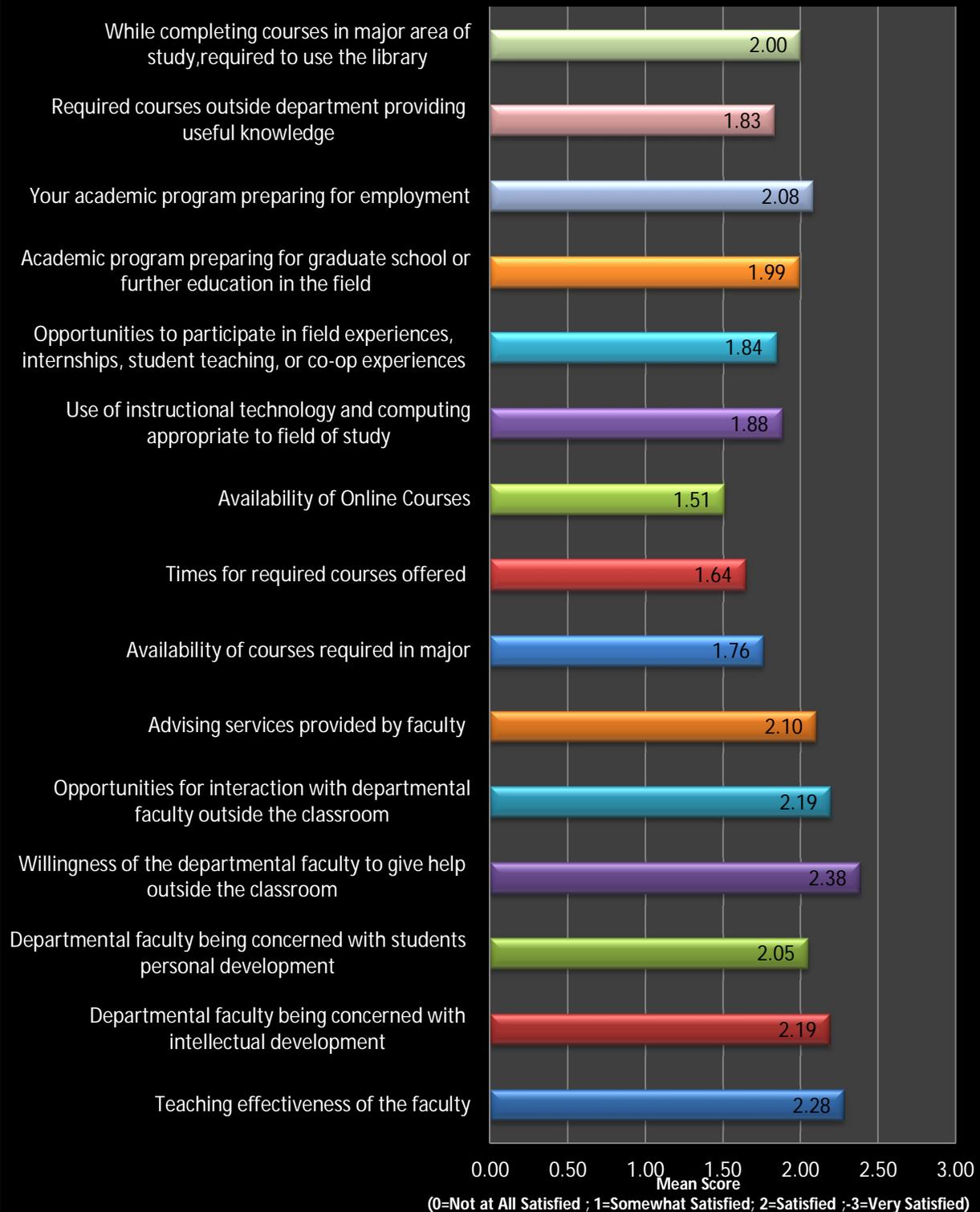
This section of the GES allows students to evaluate their educational program within the University. Students were asked to rate their program's efficacy in such areas as teaching effectiveness, class availability, use of technology, etc.

Responses are presented by first gathering scores of the college as a whole and then by individual departments. Each graph addresses one question and provides the level of satisfaction for the respondents based on their academic career experience. The scores range from Zero (Not at All Satisfied) to Three (Very Satisfied).

### **Interesting facts:**

- 89.7% of the respondents indicated that they would recommend WVSU to a person seeking their academic program.
- 16.4% of the respondents indicated that the overall quality of the academic programs were significantly better than expected.

## Overall Level of Satisfaction of Respondents Based on Academic Career Experience



Comments made by the respondents on why they indicated whether or not they would recommend WVSU to a person seeking their academic program. The comments have not been modified in any way.

**No I would not prefer because:**

- The bane of my existence at WVSU was ensuring my financial aid was in place. For the current semester I started in October, and was told everything was fine, and was never notified otherwise until the money simply did not come through. Out of the 14 semesters I was at WVSU, I had a problem with financial aid every single semester.  
It is also important to mention that half of my classes were in Art as well as Education. The art department (overall) was very helpful in my studies. Dr. Reidun Ovrebo is an asset to the department, and out of all of the professors I had at WVSU, I learned the most from Paula Clendenin. Though her methods are a bit unorthodox, and at times favoritism is apparent, I feel it served the greater purpose of assisting me in learning.  
My time in the Education Department was good as far as coursework, but as an Art Education major I was paired with Dr. Pheobe Levine who worked to make my stay there as unpleasant as possible, often telling me I had no business being a teacher, and telling me if I was I would be horrible at it. She often times looked down at and dismissed me in classroom discussions, as well as advising. Her leaving is the only reason I went through the Panel interviews, and though her being gone is a plus, the fact I had no alternatives to her for many of my classes made my time there hellacious.
- Very few members of the faculty are helpful especially with advising. Ms. Williams is the only faculty member who helps at all with advising. In the multiple classes I had with Mr. Bird I learned more about his personal life than the subject matter of the class. Mr. Hodges uses dated material for the auditing class. One fault with the program is the lack of a CPA track for those of us who want to pursue that after graduation.
- I fear they would not get the attention they need, especially if they were a first time college attendee.
- I have been to 3 different colleges, started at State then ended up coming back. At WV Tech and Glenville State the teachers always seemed available and were more than willing to help for no matter how long. During class they seemed to explain the course as fully as possible, professors at State seem to highlight at a minimum and expect us to read, retain, and teach ourselves majority of the course. While enrolling at both Tech and Glenville the process was fast and taken care and the administration seemed to actually care and have knowledge of what is going on. I have had past problems with enrollment at State and the administration didn't seem to care as much as I had experienced elsewhere. When returning books to the bookstore, at both WV Tech and Glenville, I was able to receive at full 50% of the price, but at State I would be lucky to get 30% although I keep my books in excellent condition. I also feel that my department professors did not care about us students or they picked certain students to care about, unlike my experience at Tech and Glenville. There were times I personally tried to get help from teachers and wasn't satisfied or they were rarely available. At Tech and State I felt the professors cared about my education and assigned appropriate homework for us to do and study the text. At State, I rarely had homework and was expected to teach myself the text, which for myself I don't learn that way I want to be taught.
- The amount of observation hours is nearly impossible for someone that has a life outside of school.
- Talking with family members that have been in business programs at other schools, the one at state seems to be simplified and leaves out major courses that other colleges consider major and extremely important.
- Throughout my experience at WVSU, my transcripts have been lost, parking has been a horrible experience, and the overall quality of some of the teachers in the business department lack

## Section 2: Academic Department and Program Evaluation

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exception. As a Business Management major, I was expected to do just as much quality work as accounting majors, even though I was not using accounting every single day. I was also a two plus two year student, so many of my files did not transfer, even though I took steps to do so. Many of the professors at State could care less about the well-being of students, whether they pass or fail, or learn an ounce of knowledge. Before Latrisha got to the business department, I had extreme difficulty making appointments with Mike Lewis. She has been a god send to the business department, and has helped me like a student should be helped. You have to understand, you are taking these people's money, hard earned money. I paid out of pocket for my entire college experience, so I expect teachers to challenge me, but also teach me the foundations to be successful. I can tell you, several professors do not care, which in turn makes the students not care. My transcripts and any difficulties I had with the registrar's office finally got fixed. It took two weeks to fix the problems. Within that time I was scared to death I was not going to graduate, even though I had taken all the classes required. Also the way the classes are scheduled, once a semester or only day's only nights are hard for students. For those who work, there should be evening classes, and there should also be day shift classes. Classes should also be offered every single semester, because it makes it extremely difficult to graduate in four years. I myself will graduate in 5 years and a half years because of the way the classes fell. This is a commuter school, so it would be nice to know or have programs offered to get those students involved. I was a transfer student, and even with orientation, I had no clue where certain places were that could benefit me. I just wish I had a better experience because college is supposed to be the best years of your life. I worked extremely hard for my degree because some of the teachers read the PowerPoint and that was it. I felt like I was on independent study the majority of the time. I tried to be involved in my school but it is difficult working two jobs and going to school. I was in Alpha Kappa Mu, I never got my t-shirt as promised, and with the first year I got no emails or notifications on anything. I still get sent applications to AKM, even though I already paid my 100 dollars and because a member. I am in Delta Mu Delta, and in the initiation many business professors were not there to support us. That was discouraging.

- I say this because the cost of schooling is becoming not worth the cost of the instructor level. The instructors are inflexible to the changing culture of students that go there. Also, no one seems to be on the same page within the department, and the focus no longer seems to be about helping students as it does about getting the school more money to pull itself out of debt.
- Lack of true teaching capable professors, rather than former workers posing as professors in the field of study.
- Because a BA isn't really worth much, I would recommend that they find a BFA program.
- Very unorganized and not much communication about what classes you need to take.
- The graduate program in biotechnology is somewhat of an unfunded mandate. The best resource the college has are it's instructors but they are hampered by a lack of time, multi-tasking that distracts from teaching, lack of funding, and a lack of a functioning or a dysfunctional infrastructure inside and outside of the program. If someone wants to be a Ph.D. researcher this program would be a good warm up exercise to get them admitted to such a program. The research going on here is good, much of it goes unpublished and unnoticed. For kids serious about Ph.D.'s two things get them in -publishing their work, and scoring very high on standardized tests. Often research here goes unpublished, and there are no preparatory offerings for standardized tests-kids end up here because they did poorly on them. It is next to impossible to do research or the assignments for course work that prepares you to conduct research without access to current scientific thought. Lack of internet/library access to scientific databases when you are trying to run a research program is not acceptable. Students

are reduced to scavaging access from friends, relatives, and professors undergraduate institutions to access current literature in the field. For those that do not want a research degree in a very specific scientific niche the program course offerings are very limited. Courses appear in the materials given to recruit students as if they are real that are only offered on a rotational basis (over the course of a 4-5 year period) because numbers are so small students are unlikely to see these courses.

Student graduate stipends when they are teaching assistants (\$6097.00) is simply not enough to live on (which is full time work on top of full time classes). At the same time there are no benefits associated with this indentured servitude, such as health insurance. TA's and RA's do a lot of work, in other schools they are considered staff but here they are not.

I came here because I needed access to a physics course while I worked full time. I was very lucky to have one of the best teachers I have ever had for Physics-Dr. Krasnasky. I stayed because my friends who were in medical school told me that if I could survive Dr. Harper's Cell Biology or Genetics class that I should go to medical school. Her courses were my litmus test. It was disheartening to hear that one of the biggest reasons I had for being here was terminated by the president of the college.

A number of students come here who really do want to matriculate to professional programs-pharmacy, dentistry, medicine, veterinary medicine. They do get in. These are a potential source of alumni that can help future graduates and be significant for both the biotechnology program and the university in fundraising efforts. For these students to have to pretend that they want to be PhD researchers is crazy. There are not other affordable options in this state. The science going on at other schools is not better. State is where first generation and working kids go. It does not make us lesser in intellect but we are often valued and treated that way by those that are supposed to be on our side.

- While the teachers are largely good, and care, the administration and bureaucracy of the school is in shambles, the board of governors is totally childlike and incompetent, and ultimately I had to continually redeposit paperwork continually, and there is a major disconnect between the administration and the students, allowing for a clique based system to build, and the student government becomes abusive with its power.
- There are several programs far superior to the program offered at WVSU. Not requiring at least an introduction to calculus for a business degree absolutely baffles me. It seems to me as though the students at WVSU are spoon fed by the instructors so that the University improves its pass/fail rate that is absolutely miserable already. This isn't no child left behind at this level, and it discourages the students that are putting forward their best effort when they see someone that never attends class and never puts forth any effort progressing along at the same pace as them year after year.

Most of the staff in this department seem completely complacent and accept the fact that they can do a half-ass job and still keep their job so long as they don't fail too many students. There comes a point when the staff needs to step up to the plate and encourage the students to learn so that this university can progress forward and truly "experience the power of education". I don't know what type of pressure the administration is placing on the teachers to pass students, but it's not always completely a professor's fault that students fail. The students will typically fail themselves and be weeded out, which ultimately could end up having them choose a more suitable field or benefiting society in some other way. The expectations of this university are set incredibly too low.

- I only attended here because it was convenient. Within my academic field I only had one really good teacher, 2 fair teacher, and 1 not so great teachers. WVSU needs to hire based upon both teaching ability and knowing the subject matter.
- There are so few students in the major, that many advanced classes get canceled because of insufficient students.

**Yes, I would prefer because:**

- I feel very prepared to enter the classroom.
- Working online at my timelines enable me to work and continue my education.
- It allow me to complete my four year degree which should hopefully enhance my opportunity for better employment.
- The mathematics program is a good on at WVSU. Most of the classes needed are offered in the evening. That is wonderful for single, working parents trying to gain a better education. My experience would have been much better if I did not have as many gaps between enrollments.
- The teachers that I had were awesome!
- The college is affordable for most people; however, the waiting list for nursing is long.
- I believe the Psychology Department actually cares about its students.
- Primarily for location and educational program was acceptable.
- Yes i would. I would recommend the social work program. It seemed like faculty cared but they were somewhat limited.
- WVSU changed my life.
- This is a campus where the classes are small and personable. Every professor has went out of their way to help me succeed. It has become an annex of my home. I will miss every single classmate and professor I have had.
- It is simple. If you want the same training, academic courses, job skills, the ability to be prepared for a job in Chemistry, all for a fraction of the price you would pay for the same program at another university, then go to West Virginia State University. This is why I recommend the Chemistry Department at WVSU to anyone considering a major in Chemistry. - JL Hoffman
- Because the overall experience was effective and pleasant.
- In relation to the Board of Regents degree I was evaluated and corresponded to almost immediately with upmost surprise. When dealing with WVSU I have been a Business Management major for the majority of time that I have spent at the university. Dealing with other departments including the business, registrar's office and various others getting a response back is always strenuous on my part with a lot of failed communication and aggravation at the lack of help that I have come across. Of course not all staff and faculty are to blame but it seems that some are at the verge of not wanting or not caring enough to help.
- I think the Social Work program is by far the best program at State. The professors, advisor, and administration within the Social Work Department are caring individuals that like to see their students succeed.
- Overall my education and experience was good. I learned many things and will take it all with me to the next level of my life.
- The professors at WVSU in the Social Work department are outstanding. Not the college itself but the faculty in the social work department have contributed to my success and enthusiasm for my profession.
- State's basic education classes are good and the tuition is cheaper than most colleges.
- I would recommend WVSU to a education major. I studied at WVU and MU and by far WVSU has the best education program. The program gives a good quantity of classes that will prepare in the classroom and also gives you many hours to observe and teach in a public classroom. I highly recommend Dr. Brenda Wilson to any education major for a professor and advisor. Words cannot explain how caring, helpful, and understanding she is. Overall I truly believe that I got the best education for my major (Elementary Education k-6) at WVSU.
- The tuition is reasonable and the location is convenient for surrounding areas. The professors' are willing to adapt to certain circumstances and family crisis. The professors' are very intellectual in their subject matter.

## Section 2: Academic Department and Program Evaluation

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- I feel like the school offers a good educational opportunity at a reasonable price. The campus is beautiful and small enough to make you feel like you've had a great personal experience there. I think it a very good school.
- I think all people both young and old should seek to better themselves. And with education there is a greater source of power that no one can take away from you. With technology advancing the way it is we have to be able to stay ahead of the game. Before, we as a people would set limits on ourselves and expect others to feel sorry for us. But with educational technology there is no reason for anyone to be left behind any more. I challenge all people to return to school, seek the fruit of knowledge and enjoy the buffet.
- All of the Art Department's instructors, including the chairman, are accomplished in their fields, and they are all extremely competent in their teaching abilities. My experience in the Art Department far exceeded my expectations when I enrolled as a freshman. The fact that the classes usually are small also makes it possible for students to have more one-on-one time with the instructors. I would not hesitate to recommend the department to anyone seeking an art degree in either studio art or art history, which was my area of study.
- I was pleased overall with my experience with the college of natural sciences and mathematics. I think some of the degree requirements need to be revamped (ecology for a premed major instead of two semesters worth of genetics or biochem?). I abhorred most of the gen ed side of my education- particularly classes such as race and gender, which are nothing more than indoctrination into the mindset that the instructors want you to have.
- I LOVE THIS INSTITUTION!!!! I feel that the customer service area needs work but other than that I have enjoyed my entire time here!
- I feel that West Virginia State University has an excellent education program that is highly respected by others and future employers. They provide the wonderful opportunity of allowing education majors to observe and work in the field from the very beginning of the program. Professors in the department are very knowledgeable, encouraging, and helpful. As a soon to be graduate from West Virginia State University, I feel extremely well prepared to enter the teaching field.
- There is a stigma that WVSU is of poor quality academically. I found this not to be true. Several transfers from out of state universities, and local universities Marshall & WVU, have said that the curriculum here at WVSU rivals if not exceeds the education and work effort of the school they were transferring from. They are often surprised how demanding the teachers are with providing students a quality education. I was one of these people who adopted this stigma, however I will be a true testament that derails this notion and try to get WVSU's reputation on track in a positive direction.
- Due to Dr Aaron Settle being the director of the program. He is an excellent professor. Also, the ROTC department is filled with wonderful instructors.
- I would recommend for someone who is seeking my academic program to come to WVSU because the professors who teach the classes are very helpful and great teachers especially Dr. Settle.
- Dr. Islam and his staff are an amazing group who inspired to be a better student. They were knowledgeable in every aspect of Economics and were an invaluable key to the success I experienced while attending WVSU.
- Smaller class size is prevalent as one is not "just a face in a crowd." Office hours by professors were normally kept and extra help was almost always available when needed. I am extremely satisfied with the personal attention that is paid to the success of each student. Campus is small and all facilities are available when needed. One major downfall is the lack of Wi-Fi availability on the campus. This severely limits the places one can study as most have their own computers in this age of technology. Technology in the classrooms need major improvements as well. To

compete in the 21st Century, we need the technology to use, and for lecture aids, for the betterment of all.

- WVSU has some great professors in the business department. Alseyed, Mitiku, Goldberg, Hailou, Tilquist, and Debra Wilson were some of my favorites. They were the kind of professors you did not want to disappoint.
- WVSU has a very nice campus with pretty landscaping. WVSU is a great school for people who have families, have a job/career, and people who simply do not want to live on campus. It's nice to be able to walk from one end of the campus to the other in less than ten minutes! I also believe that overall, the school has improved every year that I have attended.
- First off allow me to say that it was just barely a yes. I feel that this school is great for those who cannot leave the immediate area. I would not recommend WVSU to a student that has opportunity and means to go elsewhere.
- Every professor I've had here at WVSU (with the exception of one) always went out of their way to make sure their students understood what was being discussed, what was expected of them in class, and how it pertained to the real world. All but one professor I've had here has been more than willing to meet after class if needed to discuss problems or give further instructions if necessary and made sure to treat me and my fellow classmates as intelligent human beings that just needed further instruction to be able to reach our potential.
- I was very pleased with the way the education department is run and the care that is taken for each individual student in the program. The professors were overall very good and had actual teaching experience in public schools as well as college classrooms. The department was very willing to work with me in most ways and was very supportive.
- I believe we have an excellent criminal justice program here at WVSU. The professors really know what they are talking about and know how to communicate that information to the students effectively.
- From my experience, the college of science of mathematics is the best WVSU has to offer. There are several teachers that really do care about helping you academically and beyond. Dr. Katherine Harper (Dean of the college) was always wonderful in helping me and other students achieve our goals as students.
- I would recommend it to someone who was needing a good education and had very little money to spend. I think West Virginia State is a very great university with some great professors and faculty. I think the book store could accommodate the students a little better with prices and times. I think the cafeteria was great and all of the faculty in the cafeteria.

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## *Section 3: Evaluation of Support Services*

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In this section of the GES, students are asked to rate the overall quality of the support services offered to students within WVSU.

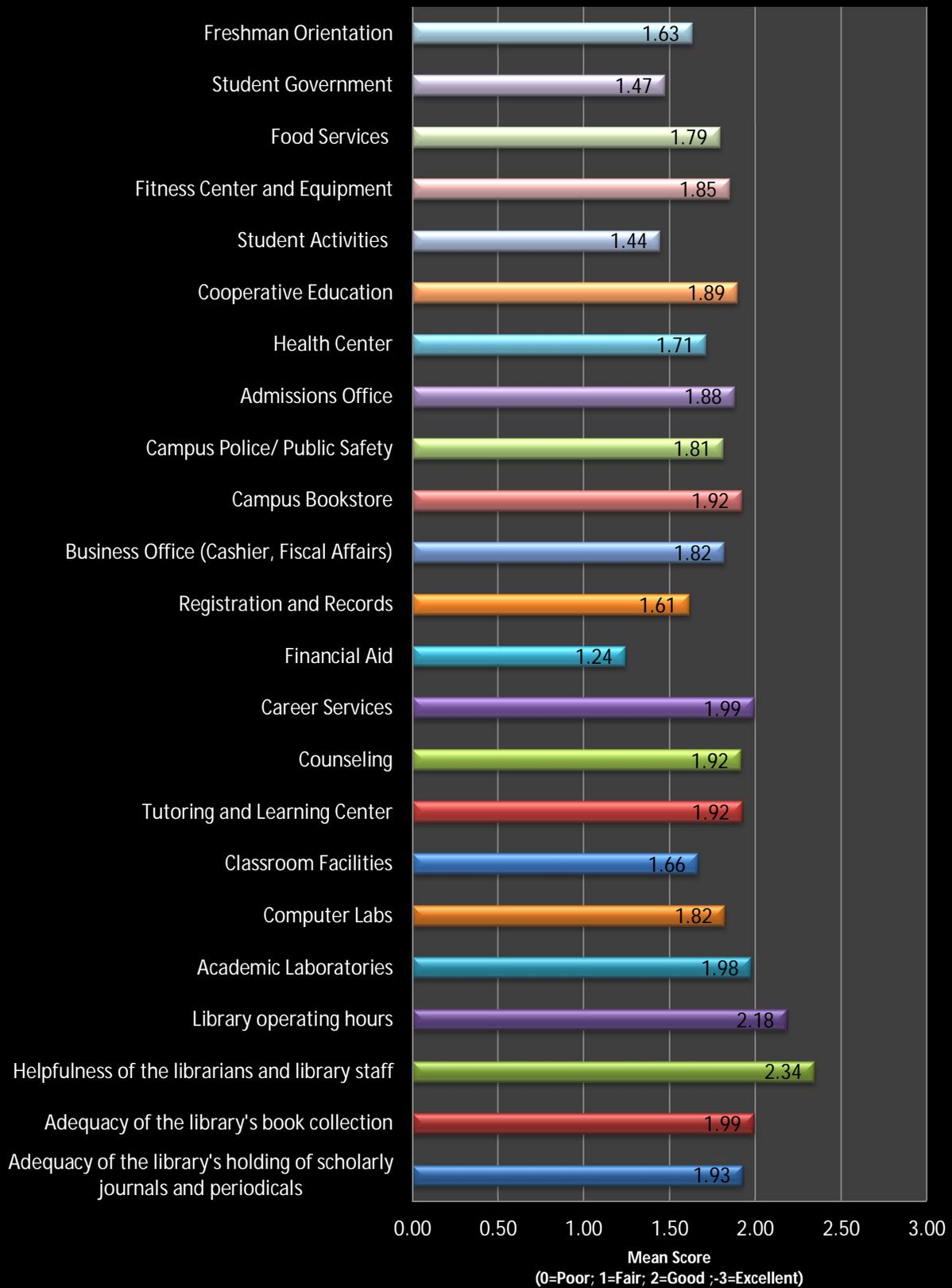
The graph illustrates the mean score for each question. This will provide a representation of how different support services are performing in their functional area. Ratings range from one (Poor) to four (Excellent).

### **Interesting facts:**

- Responding students were most satisfied with the quality of assistance provided by the library staff. 18.9% of the respondents rated the assistance of the library staff as excellent.
- Responding students were least satisfied with the quality of the service provided by Financial Aid, with 26.9% rating the services as poor.
- The top five support service areas that the respondents indicated that they did not utilize were:
  1. Cooperative Education – 53.9%
  2. Health Center- 43%
  3. Student Government-42.4%
  4. Counseling Services- 41.8%
  5. Fitness Center- 39.4%

### Section 3: Evaluation of Support Services

## Quality of Student Support Services



## *Section 4: College Goals and Achievements*

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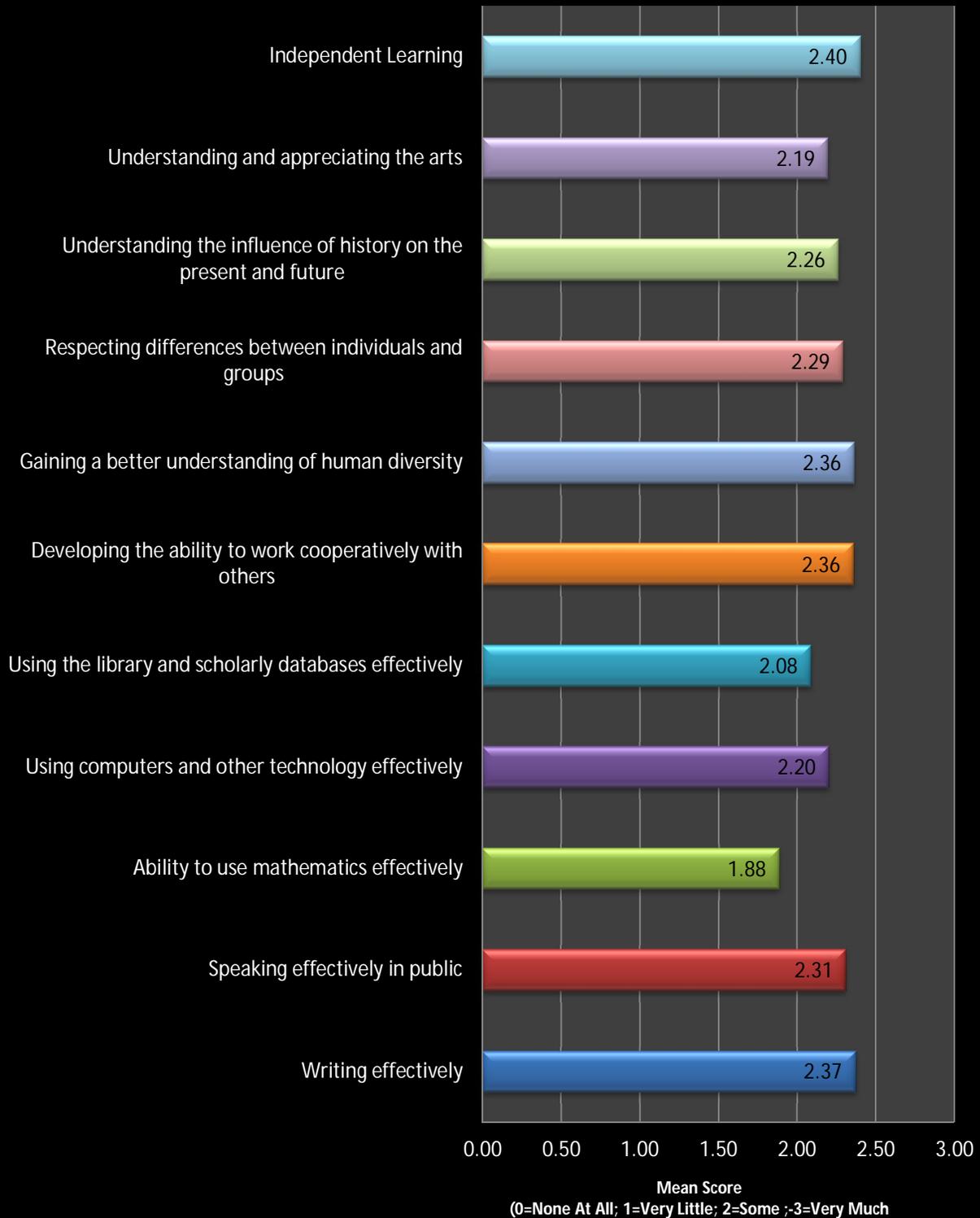
In this section of the GES, students are asked to rate the overall quality of assistance offered to them at WVSU in reaching their college goals and achievements. They are also asked to indicate future education goals.

This graph shows the mean score indicating how the responding seniors rate the assistance of WVSU in reaching their goals and achievements. The rating range of the first graph is from one (Not at All) to four (Very Much).

### **Interesting Facts:**

- Respondents indicated that they received the most assistance with independent learning.
- Respondents indicated that they received the least assistance in ability to use mathematics effectively.

## Amount of Assistance Received in Personal Development Areas



## *Section 5: Life Goals and Future Plans*

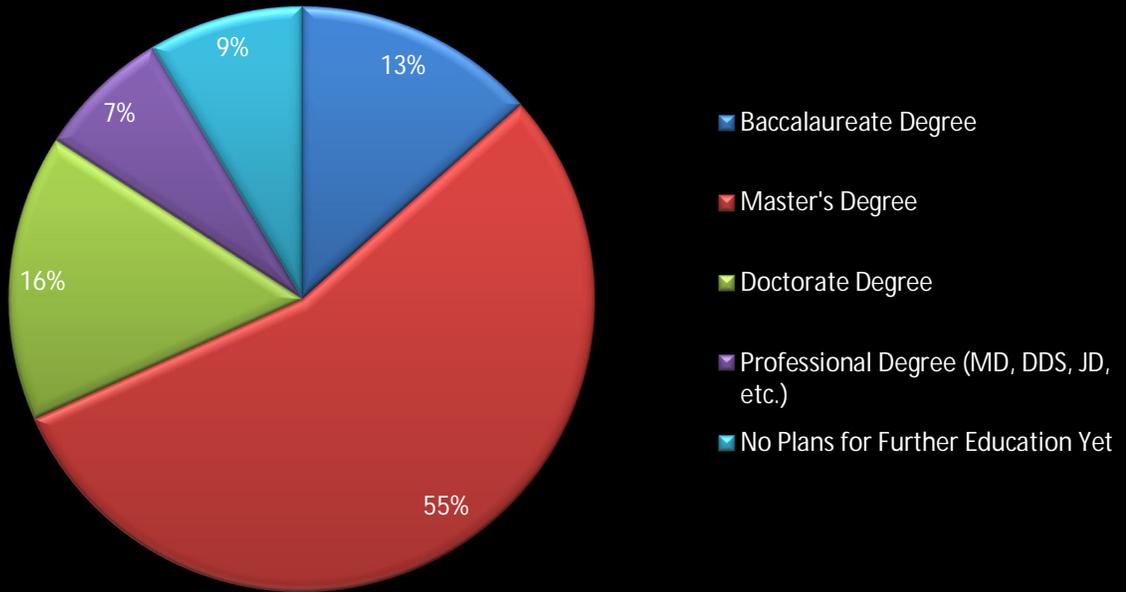
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In this section of the GES, students are asked to indicate the level of importance regarding possible future plans and life goals.

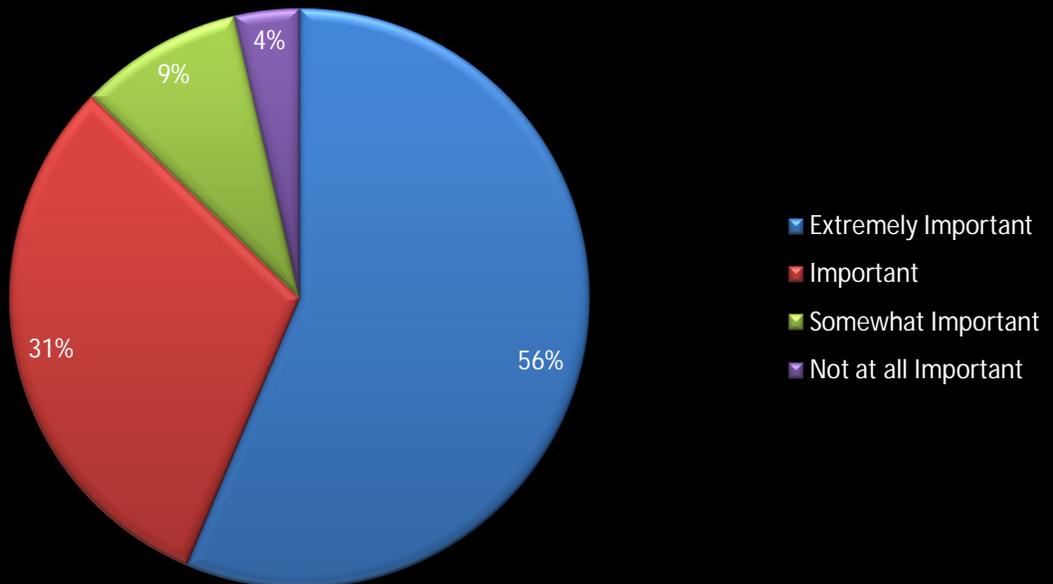
### **Interesting Facts**

- 50.3% of respondents indicated that it was extremely important for them to enter Graduate School.
- 67.3% of respondents indicated that they would prefer WVSU as a Graduate option if the program were offered.

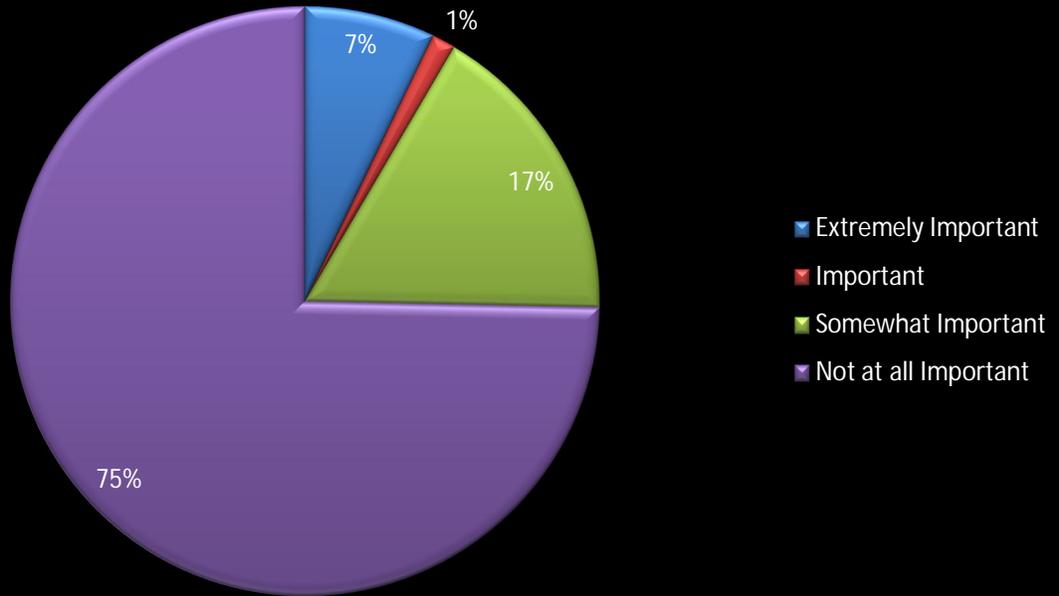
### Highest Degree Expected to Earn



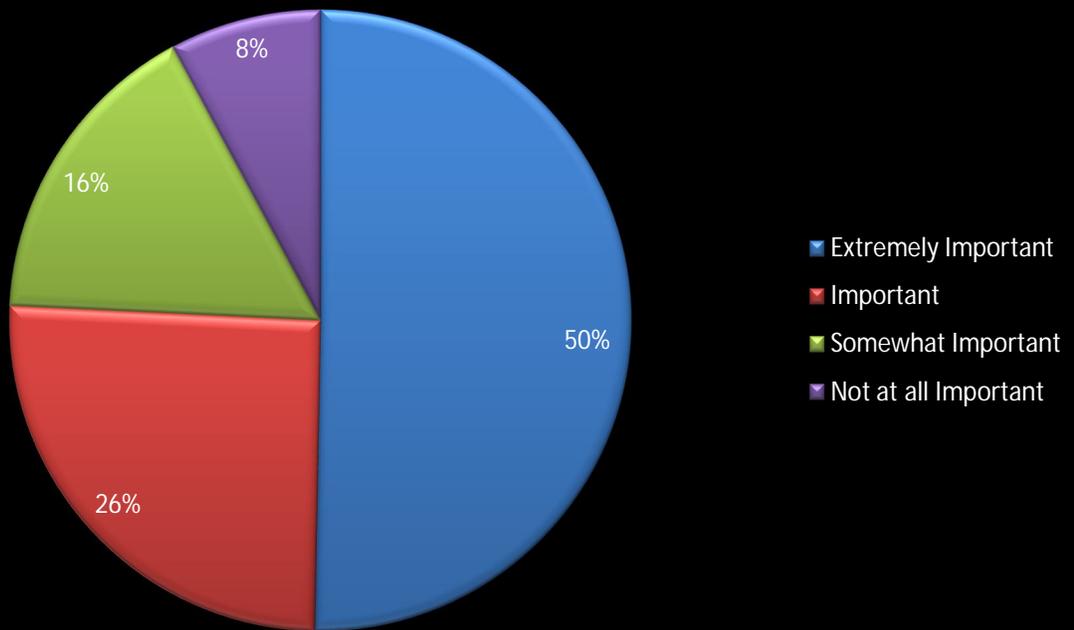
### Continuing Education and Short Courses for Personal and Professional Development



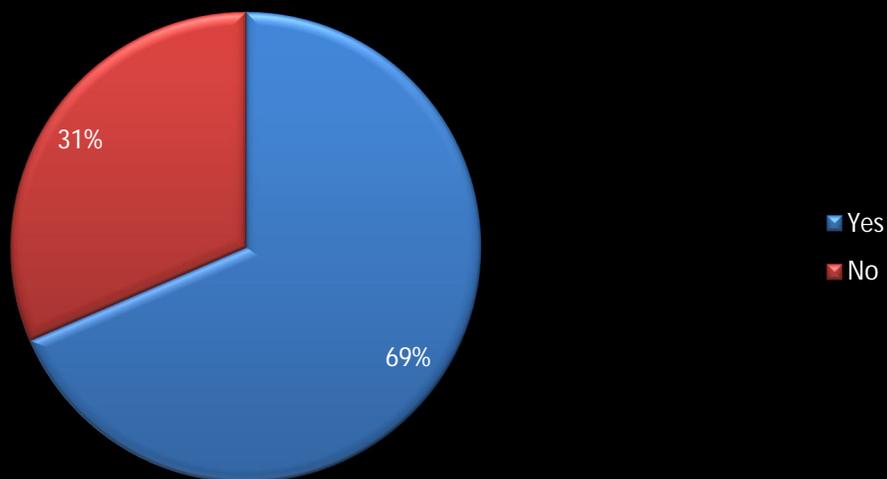
### Entering Military Service



### Entering Graduate School



## Prefer WVSU Graduate College if Program were Offered



Below is a list of graduate programs that the respondents indicated that they plan to enter.

Acting	Creative Writing	History	Public Administration
Accounting	Criminal Justice	Human Resource Management	Public Health
Adult Education.	Dentistry	Humanities	Public History
African History	Directing	Industrial Relations	Public Policy
American History	Pharmacy	Instructional Technology	Public Relations
Art History	Economics	Law	Safety Engineering Technology
Art	Education	Leadership	Science Education
Biology	Educational Counseling	Logistics	Security Management
Biotechnology	Educational Leadership	Marketing	Social Work
Business Administration	English	Media Studies	Special Education
Business: Management	Entrepreneurship	MFA	Speech Pathology
Chemistry	Physiology	Natural Gas Drilling	Sports Therapy
Civil law	Financial Engineering	Nursing	Statistics
Communication Disorders	Forensic Accounting	Organizational Development	Strength and Conditioning Coaching
Communication Studies	Geophysics	Photography	Teaching
Communications	Gifted Education	Physician Assistant	Theology
Communications (Education)	Graphic Design	Physical therapy	Tourism
Counseling	Higher Education	Psychology	

## *Section 6: Employment and Workforce Development*

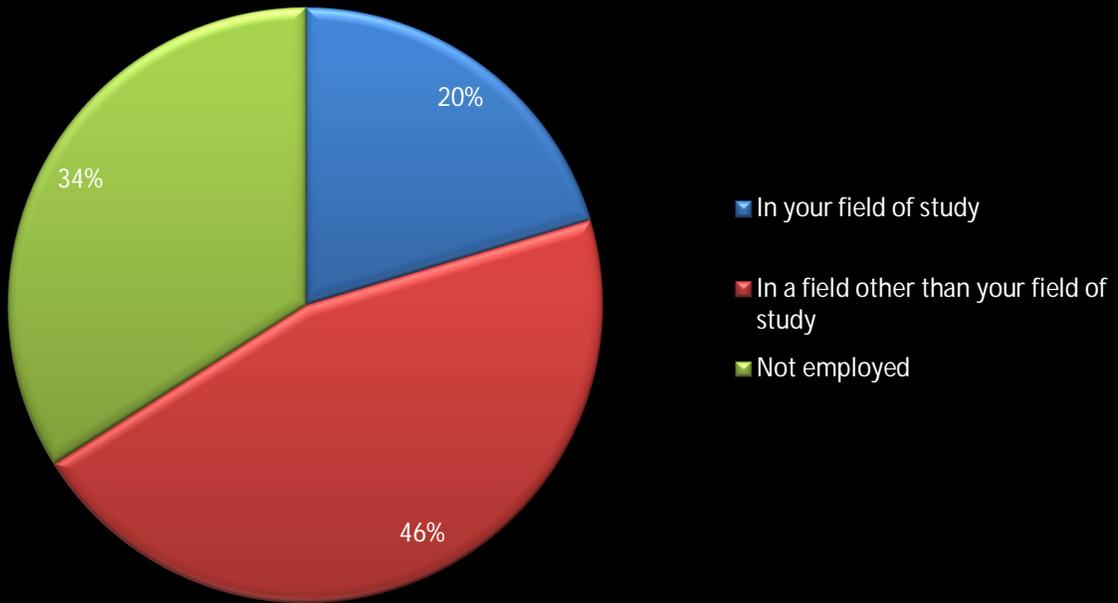
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This section gives us a glimpse of our students' professional lives, current employment, and anticipated changes in career upon graduation.

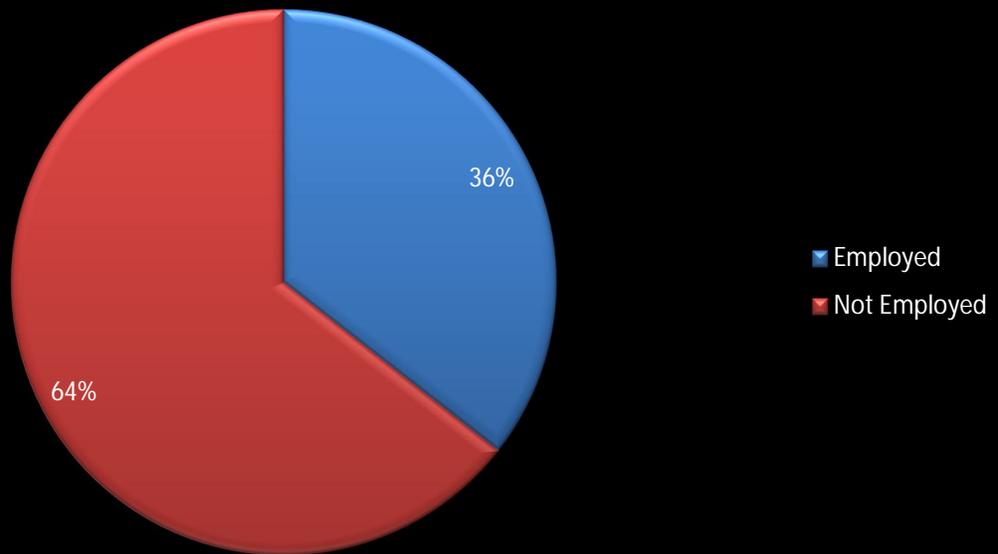
### **Interesting Facts:**

- 35% of the respondents in the College of Professional Studies stated that they were working prior to enrolling at West Virginia State University. 75.9% of those that were working prior to enrolling plan to continue working in the state of West Virginia after graduation.

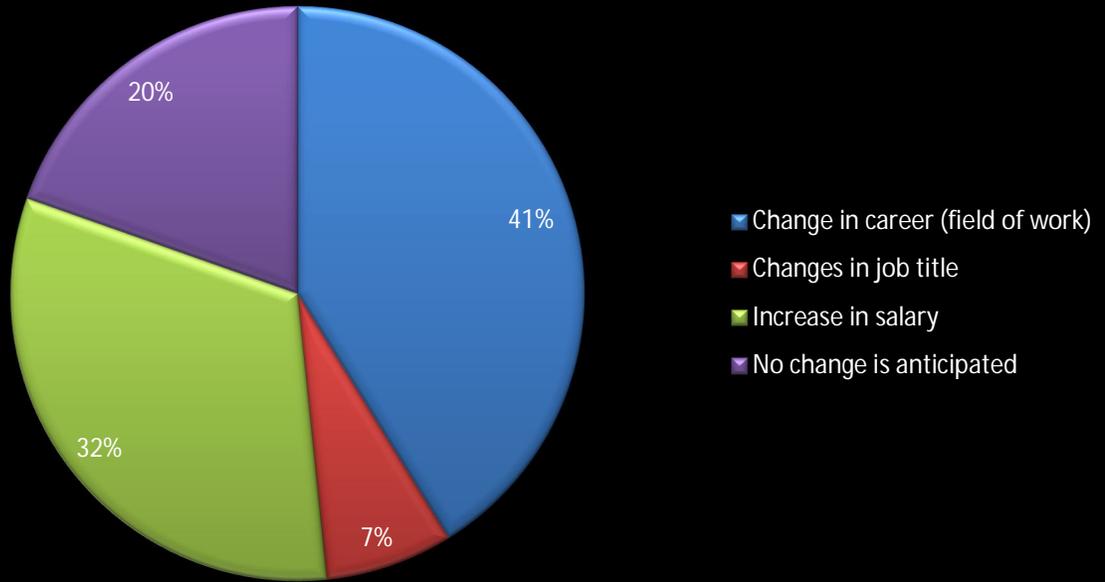
### Student Employment Status at Graduation



### Student Employment in Current Job Prior to Enrollment



### Anticipated Change in Current Employment



### Work Location After Graduation

